

VIRTUAL GATE GUARD WITH LICENSE PLATE TECHNOLOGY

FREQUENTLY ASKED QUESTIONS

1 How does the Kiosk with License Plate Technology work?

Every visitor must be processed by a guard on their first visit to the **Kiosk**. They must be on a resident's guest list, or the resident he/she would like to visit will be called for verification. If the entry is granted and the person is on the resident's guest list as permitted, then the system associates the vehicle tag to the

visitor record. This system uses Optical Character Recognition (OCR), turning the image of the license plate into digital data. When the same guest returns to the community, an image of the license plate is captured and OCR is used to search the database. If a match is found, the visitor is automatically verified and entry is granted without guard intervention. This is a verified guest with automated entry (*aka Auto-Verify*).

2 Does the system still capture the same information as when a guard processes a guest manually?

When an **auto-verify entry occurs**, the system records all of the same information for the guest as it would if the guest was processed by a guard (*video, audio, license plate, etc.*).



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3 Are there times this technology will not provide automatic verification and entry?

OCR technology relies on a good, clean image of the license plate, and it will not always return 100% accurate characters from a dirty or badly scuffed license plate. This means the original information capture may not occur, and the subsequent automated verification and entry may not happen every time.

If a guest is listed as **Temporary** on a guest list, and he/she attempts to visit after the expiration date or outside of his/her allowed times, the system will send

the transaction to a guard for manual verification. Temporary guests expire at midnight of the date entered. They will not be auto-verified unless time is extended or they are added again.

If a guest is marked as **Deny** in the system, the transaction will be sent to a guard.

4 How do residents register guests allowed into the community?

Envera's MyEnvera web portal and smartphone app can be used by residents to register permanent, temporary, and one-time guests. MyEnvera provides residents of Envera-secured communities the access to edit their approved guest lists and profile information. Residents can also contact our Central Monitoring Operations Center if needed.

